Setup Guide

Read this manual carefully before you use this product and keep it handy for future reference. For safe and correct use, please be sure to read “Safety Information” before using the Remote Communication Gate A (RC Gate).

Symbols of Setup Guide

The following set of symbols is used in this manual.

⚠️ WARNING
Indicates a potentially hazardous situation that might result in death or serious injury when you misuse the equipment without following the instructions under this symbol.

⚠️ Important
Indicates a potentially hazardous situation that might result in minor or moderate injury or property damage that does not involve personal injury when you misuse the equipment.

⚠️ CAUTION
Indicates a potentially hazardous situation that might result in minor or moderate injury or property damage that does not involve personal injury when you misuse the equipment.

Outline of the System

1. Communication Server
   Information sent for various services will be aggregated to this server.

2. Proxy Server and/or Firewalls
   You are able to use your proxy server and firewalls with this equipment. When using proxy server, Basic authentication, Digest authentication, and Windows authentication (only NTLMv2 authentication available) can be used with this equipment.

3. Device
   A printer and multifunction machine can be managed by this equipment. This equipment can manage a maximum of 100 devices. If you have installed optional memory and storage to expand the capacity, the RC Gate can monitor up to 1,000 devices. Contact your service representative for details.

4. Computer for Administration
   You can manage this equipment by accessing the RC Gate Monitor via Web browser.

5. This Equipment (RC Gate)
   Intermediates the managed devices and the Communication Server. Sends the device information to the Communication Server, and receives software to update the devices from the Communication Server.

6. Device
   If you have installed optional memory, the RC Gate can obtain device counter information on a per-user basis from specified devices. Contact your service representative for details.

Guide to the Equipment Front

1. Error Status (Red)
   Indicates different patterns depending on the status of the RC Gate:
   - The LED is off if the certificate has not been issued.
   - The LED blinks slowly in the following cases:
     - The entire system is suspended.
     - A communication error has occurred in the RC Gate.
   - The LED blinks fast in the following cases:
     - The communication with the Communication Server has been suspended.
     - A system error has occurred in the RC Gate.
   - The RC Gate has been suspended due to abnormal conditions.
   - The LED is off when communication between the RC Gate and Communication Server has been successfully established.

2. Power (Green)
   Lights green when the power of the RC Gate is on. If the power plug is disconnected before shutting down the RC Gate, the memory/storage will be damaged. In such a case, the latest logs, a maximum of an hour, will be lost. Be sure to shut down the RC Gate before disconnecting the power plug.

3. Display
   Displays the status of the RC Gate on the first line and the IP address of this equipment on the second line. If an error has occurred in this equipment, the second line displays an error message.

Back

1. PC Port (Maintenance port)
   This port is used when a customer engineer performs maintenance, or when the designated administrator connects a PC to perform initial settings and registration of the RC Gate.

2. LAN Port
   The network (Ethernet) interface port to connect this equipment to the network. The default IP address is 192.168.0.2, but it can be changed.

About the RC Gate

The RC Gate Monitor is the software used to register, monitor, and make settings of the RC Gate. The software is pre-installed in the RC Gate. Access the RC Gate Monitor in this equipment from Web browser in the computer. The computer must be on the same network as this equipment.

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Users of the RC Gate Monitor

When you log in to the RC Gate as the administrator, select the screen to be displayed from “Initial Settings” screen or “RC Gate Configuration” screen.

For the default password, see “Safety Information”.

Recommended Web Browser
Microsoft Internet Explorer 6.0 or higher

Adobe Flash Player 9.0 or later must be installed.

The explanations in this manual use screen images from Windows XP, and Internet Explorer 6.0. If you use different OS, screen images may differ. However, you can perform the same steps.

Note

- Never use the default password. Specify a new password using 8 to 13 characters (ASCII characters).
- You can use the following ASCII characters: space ! “ # $ % & ’ ( ) * + , . / : ; < = > ? @ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [ ] ^ _ a b c d e f g h i j k l m n o p q r s t u v w x y z

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Checking the Setup Environment and Power Connection

**WARNING**
- The wall outlet shall be installed near the machine and shall be easily accessible.
- The administrator should thoroughly inform the network users in the office never to abuse the network such as data falsification. The administrator should connect the RC Gate and devices to a responsibly administrated network that is protected by a firewall or a similar internet security facility. The office network should be managed so that devices cannot be connected to the network without the administrator’s approval.
- The person responsible for operating the office should designate a person for administering the office’s devices if such a person is not in.
- The administrator should confirm that devices supported by the RC Gate are genuine; they must not be modified.
- The office network should be managed so that devices cannot be connected to the network without the network administrator’s approval.

**CAUTION**
- Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.
- Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.
- Do not locate the RC Gate where it is exposed to:
  - Direct sunlight
  - Air conditioner, heater, or humidifier emission
  - Electronic/magnetic interference from radio, television, or other electrical equipment
  - Areas excessively cold, hot, or humid
  - Extreme heat, cold, or humidity
  - Locate the RC Gate in a secure location so that it will not be taken outside of the office or damaged.
- Do not locate the RC Gate where it is exposed to:
  - Direct sunlight
  - Air conditioner, heater, or humidifier emission
  - Electronic/magnetic interference from radio, television, or other electrical equipment
  - Areas excessively cold, hot, or humid
  - Extreme heat, cold, or humidity
  - Locate the RC Gate in a secure location so that it will not be taken outside of the office or damaged.
- The person responsible for operation of the office should select an administrator who will administrate the RC Gate properly. Failure to properly operate the RC Gate can result in security problems.
  - The administrator should read the "Operating Instructions", "Safety Information" and "Setup Guide" carefully. The administrator is responsible for management and operation of the RC Gate.
  - The administrator should locate the RC Gate in a secure location so that it will not be taken outside of the office or damaged.
- The person responsible for operating the office should designate a person for administrating the office’s network if such a person is not in.
- The administrator should thoroughly inform the network users in the office never to abuse the network such as data falsification. The administrator should connect the RC Gate and devices to a responsibly administrated network that is protected by a firewall or a similar internet security facility. The office network should be managed so that devices cannot be connected to the network without the administrator’s approval.
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- The administrator should confirm that devices supported by the RC Gate are genuine; they must not be modified.
- The office network should be managed so that devices cannot be connected to the network without the network administrator’s approval.

## Important

When the RC Gate is moved from a cold to warm location, or vice versa, internal dew condensation can occur. In this case, leave the RC Gate in the new environment for at least one hour.

- Keep the RC Gate’s power on during normal operation.
- Do not locate the RC Gate where it is exposed to:
  - Direct sunlight
  - Air conditioner, heater, or humidifier emission
  - Electronic/magnetic interference from radio, television, or other electrical equipment
  - Areas excessively cold, hot, or humid
  - Extreme heat, cold, or humidity
  - Locate the RC Gate in a secure location so that it will not be taken outside of the office or damaged.

## Check the setup environment.

Place the RC Gate on a level and vibration free surface.

Place the RC Gate on a location that guarantees a space of 1 cm (0.4 inch) or more from the front/back/ left/right sides of the RC Gate.

Place the RC Gate in the recommended temperature and humidity shown below:

<table>
<thead>
<tr>
<th>Temperature</th>
<th>Humidity</th>
</tr>
</thead>
<tbody>
<tr>
<td>10℃ to 30℃</td>
<td>40% to 60%</td>
</tr>
</tbody>
</table>

**CAUTION**
- Do not locate the RC Gate where it is exposed to:
  - Direct sunlight
  - Air conditioner, heater, or humidifier emission
  - Electronic/magnetic interference from radio, television, or other electrical equipment
  - Areas excessively cold, hot, or humid
  - Extreme heat, cold, or humidity
  - Locate the RC Gate in a secure location so that it will not be taken outside of the office or damaged.

## Check the power source for the RC Gate.

**For Users in Countries Outside of North America:**
- 220-240 Vac, 50/60 Hz, 2.5 A or more

**For Users in North America:**
- 120 Vac, 60 Hz, 3.0 A or more

## Setting the Equipment Horizontally

Lay the RC Gate on a flat surface so that its LEDs face upward.

## Standing the Equipment

You can set the RC Gate vertically using the supplied stand to minimize its footprint.

1. Lift the RC Gate, tilt vertically, and then slot it fully into the supplied stand, as shown below.

   ![Standing the Equipment](image)

## Installing the RC Gate

### Setting the Equipment Horizontally

Lay the RC Gate on a flat surface so that its LEDs face upward.

### Standing the Equipment

You can set the RC Gate vertically using the supplied stand to minimize its footprint.

1. Lift the RC Gate, tilt vertically, and then slot it fully into the supplied stand, as shown below.

   ![Standing the Equipment](image)

## Connecting the Power Cord

### WARNING

- The supplied power cord is for use with this equipment only. Do not use with other appliances. Doing so may result in fire, electric shock, or injury.
- Use the AC adapter supplied with the equipment. Otherwise, a fire, an electric shock, a equipment failure might occur.
- Connect this machine only to a power source that matches the specifications shown in "Safety Information" and do not use an extension cord.
- Use of this machine with extension cords and power sources other than those that match the specifications shown constitutes an electric shock and fire hazard.
- Power cords that are damaged, broken, modified, trapped under heavy objects, pulled hard, or bent severely are electric shock and fire hazards.
- Touching the prongs of the power cord’s plug with anything metallic constitutes a fire and electric shock hazard.
- It is dangerous to handle the plug with wet hands. Doing this may result in receiving an electric shock.

### CAUTION

- When you disconnect the power plug from the wall outlet, always pull the plug (not the cord).
- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year.Allowing dust to build up on the plug constitutes a fire hazard.

### Note

- Use a coin when you fix the screw.
- The green LED lights when the RC Gate is started normally.
- To disconnect the power cord, shut down the RC Gate, and then disconnect the power plug.

### Connect the AC adapter to the power cord.

1. Connect the AC adapter to the power cord.

2. Secure the cord with the bracket and fix it with the screw.

3. Plug the power cord into the wall outlet.

4. **Next Sheet**

   ![Next Sheet](image)

### Remote Communication Gate A Setup Guide 1/2
Setup Guide

1. Connect the network cable to the PC port, and connect the other end of the cable to a network device such as a hub.

2. Connect the network cable to the LAN port of the RC Gate.

3. Connect the other end of the cable to network devices, such as a hub.

4. Open the Web browser of your computer.

5. Connect the other end of the cable to the network as shown below.

6. RC Gate Initial Settings

You can configure the initial settings for the RC Gate. Changing the IP address (LAN port) is not necessary in some cases. However, this manual describes the procedure assuming that it should be changed.

- You must change the RC Gate's IP address in the following cases:
  - When the subnet is not 192.168.0.xxx.
  - When the subnet is 192.168.0.xxx, but 192.168.0.2 is already in use, and the address cannot be used for the RC Gate.

To change the IP address (LAN port), connect a computer to the RC Gate via the PC port (maintenance port).

The segments of this equipment and computer are different.

- Do not change the items in the "Default Gateway" group.

7. Set the IP address of the computer to 192.168.10.x (x can be any number between 2 and 254), and the Subnet mask to 255.255.255.0.


9. Select your language from "Language", select [Administrator] from "User type", enter the password for the administrator, and then click [Login].

10. Enter each item in the "LAN Port" group and "DNS Server" group.

- When using DHCP, select [Enable].
- To specify the proxy server name and/or the SMTP server name, enter the items in the "DNS Server" group.
- Enter appropriate numbers for "Main DNS server" and "Sub DNS server" (for example, x.x.x.x with x representing 0 to 255).

11. If you want to use IEEE802.1x authentication, click [Set]. Select [Use] for "IEEE802.1x Authentication", set the necessary items, and then click [OK].

12. Select your time zone, set the date, and then click [Next].

13. Enter "Request No.", and then click [Next]. "Setup Complete" screen appears.

14. Connect the other end of the cable to the network as shown below.

15. Proceed to the "IP Address Send Permission" screen.

16. To prohibit the IP addresses of the RC Gate's LAN port and devices to be sent to the Communication Server, select [Do not permit] for "Permit sending IP addresses", and then click [Next].

17. If you select [Do not permit], you cannot inherit the information for the registered RC Gate and devices. If this equipment is replaced due to malfunction, you will have to perform registration again.

18. This setting can be changed when registering this equipment. Once you have registered the RC Gate, you will not be able to change this setting.

19. To send device information to the administrator, set e-mail information, and click [Complete].

For information about the types of e-mail that will be sent, see "E-Mail Types Sent to the Administrator".

Setup Guide

1. Connect the network cable to the PC port, and connect the other end of the cable to a network device such as a hub.

2. Connect the network cable to the LAN port of the RC Gate.

3. Connect the other end of the cable to the network cable as shown below.

4. Open the Web browser of your computer.

5. Connect the other end of the cable to the network as shown below.

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To change the IP address (LAN port), connect a computer to the RC Gate via the PC port (maintenance port).

The segments of this equipment and computer are different.

- Do not change the items in the "Default Gateway" group.

7. Set the IP address of the computer to 192.168.10.x (x can be any number between 2 and 254), and the Subnet mask to 255.255.255.0.


9. Click [Yes].

10. Enter each item in the "LAN Port" group and "DNS Server" group.

- When using DHCP, select [Enable].
- To specify the proxy server name and/or the SMTP server name, enter the items in the "DNS Server" group.
- Enter appropriate numbers for "Main DNS server" and "Sub DNS server" (for example, x.x.x.x with x representing 0 to 255).

11. Do not change the items in the "Maintenance Port" group.

12. Click [OK].

13. When using DHCP, the IP address is given from the DHCP server.

14. Click the URL that appears on the screen to re-open the Web browser, and then log in again.

15. If you are using a DHCP server, directly enter the URL that appears on the screen in the address bar of your browser.

16. Proceed to the "IP Address Send Permission" screen.

17. To prohibit the IP addresses of the RC Gate's LAN port and devices to be sent to the Communication Server, select [Do not permit] for "Permit sending IP addresses", and then click [Next].

18. If you select [Do not permit], you cannot inherit the information for the registered RC Gate and devices. If this equipment is replaced due to malfunction, you will have to perform registration again.

19. This setting can be changed when registering this equipment. Once you have registered the RC Gate, you will not be able to change this setting.

20. To send device information to the administrator, set e-mail information, and click [Complete].

For information about the types of e-mail that will be sent, see "E-Mail Types Sent to the Administrator".
Registering the RC Gate to the Communication Server

1. Open the Web browser of your computer.
2. Enter "https://{LAN port IP address}:9443/index.html" in "Address".
   An SSL certification warning screen will appear.
3. Click [Yes].
4. Select your language from "Language", select [Administrator] from "User type", enter the password for the administrator, and then click [Login].
   Regarding the default password, see "Users of the RC Gate Monitor".
5. Click [@Remote Service Registration Wizard]. Follow the wizard and register your RC Gate to the Communication Server.
6. Remove the network cable from the PC port.
   Restore the network settings of the computer.

Proxy Settings (Internet Explorer 6.0)

1. On your Web browser’s "Tools" menu, select [Internet Options...].
2. Click [Connections] tab.
3. Click [LAN Settings...].
4. Under "Proxy server", select [Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).], and click [Advanced...].
5. Under "Exceptions", after "Do not use proxy server for addresses beginning with", enter the IP address of the RC Gate’s LAN port.
6. Click [OK] three times.

For more details, see "Operating Instructions".